

## **Appendix 2:**

### Introduction given to the interviewees - System boundaries and disturbances

We first presented to the interviewees how we defined the scope for the interview questions on resilience. For the system being affected by a disturbance we first assumed urban water “system”, allowing an open ended discussion about what this consisted of. However after some discussions with one of the interviewees we assumed urban water “services”. Different disturbances were throughout the interviews presented as a range using the definition by OECD (2014):

1. Covariate shocks - infrequent events with an impact on almost everyone in the target group, such as violent conflict, extreme flood or currency devaluations.
2. Idiosyncratic shocks - significant events that specifically affect individuals and families, such as the death of the main breadwinner or the loss of income-generating activity
3. Frequent small impact events - seasonal shocks, such as annual flooding linked to the rainy season, food market price changes, or recurring shocks such as frequent displacement or endemic cholera in particular communities
4. Long term stresses - long term trends, weakening the potential of a system and deepening the vulnerability of its actors, like increased pollution, deforestation, exchange rate fluctuations and electoral cycles.